



Public Service
Commission

Annual Report *2006-2007*



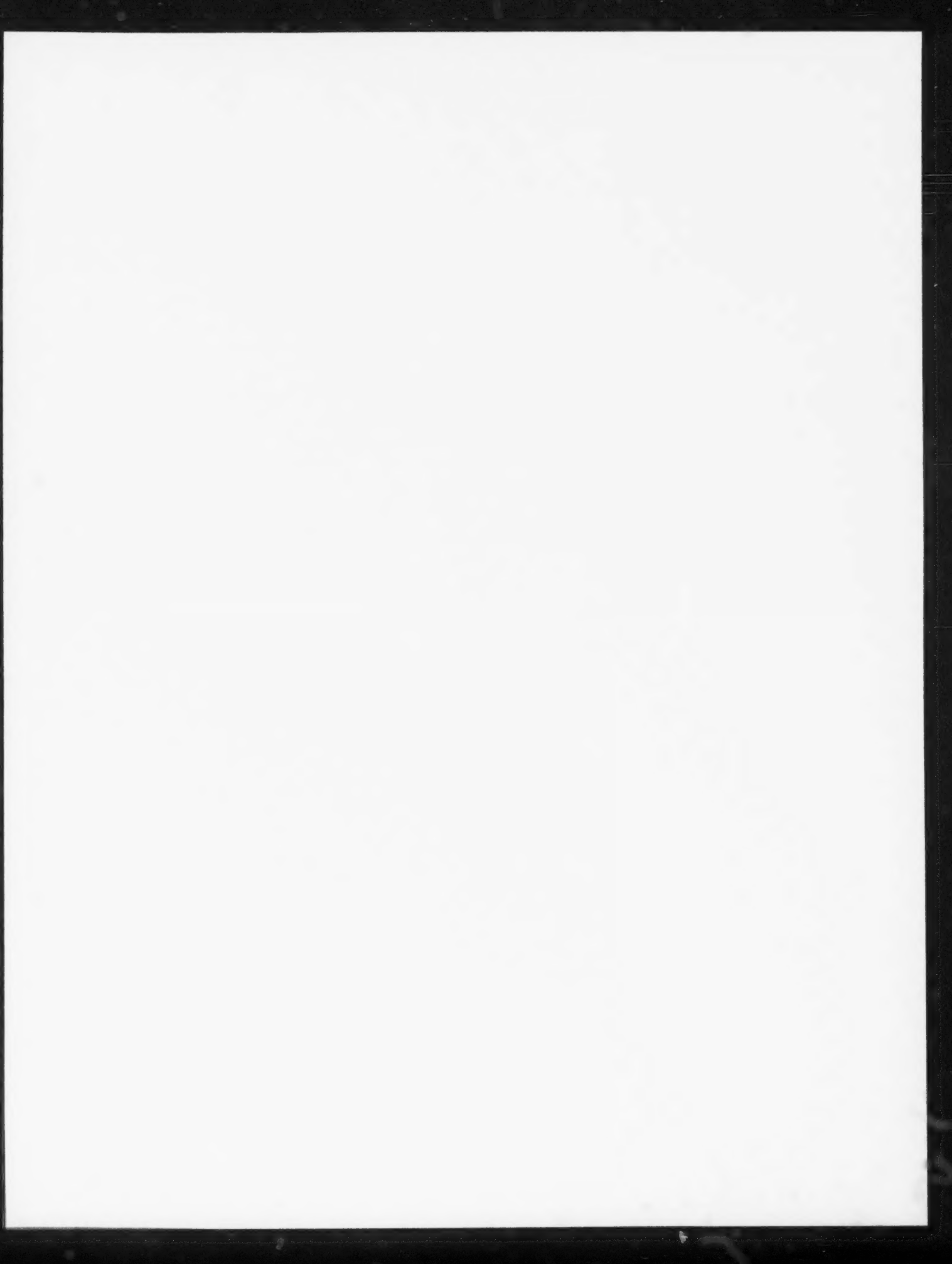
*Premier's Long-term Service Award Recipients
30 and 35 years service*

**Prince Edward Island
Public Service Commission**

Annual Report

**For the fiscal year
April 1, 2006 to March 31, 2007**

The photo on the cover was taken at the
Premier's Long-term Service Awards
for recipients of 30 and 35 years service.



Message From the Minister

April 15, 2008

The Honourable Barbara A. Hagerman
Lieutenant Governor of Prince Edward Island
PO Box 846
Charlottetown, PE C1A 7L9



Dear Madam:

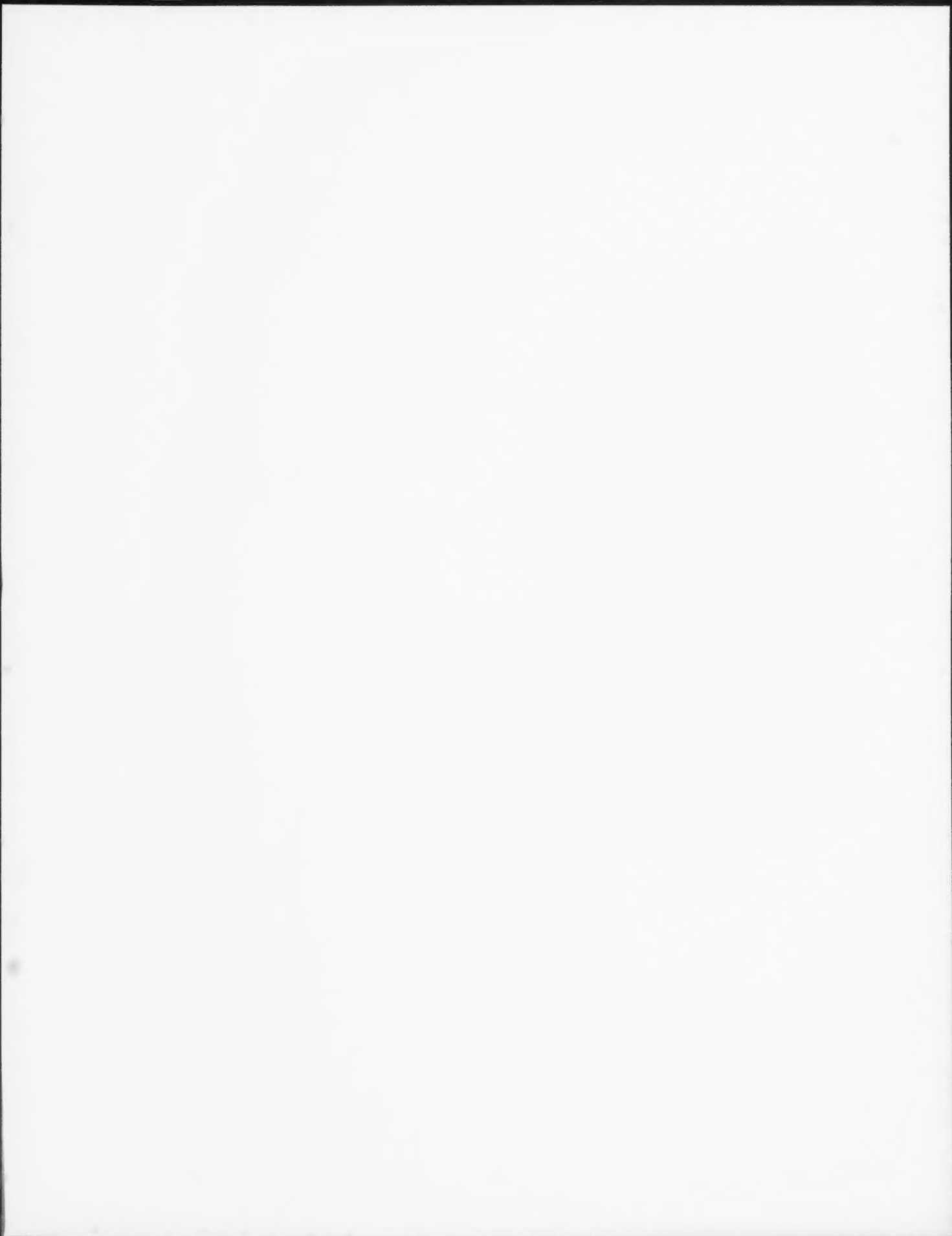
In accordance with Section 4 of the *Civil Service Act*, I have the honour to submit the report of the Prince Edward Island Public Service Commission for the year ending March 31, 2007.

During the reporting period, Honourable Mitch Murphy served as Minister Responsible for the Public Service Commission.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read 'W. Sheridan'.

Wesley J. Sheridan
*Minister Responsible for the
PEI Public Service Commission*



Message From the Chair

April 11, 2008

The Honourable Wesley J. Sheridan
Minister Responsible for the
PEI Public Service Commission
PO Box 2000
Charlottetown, PE C1A 7N8



Dear Sir:

I have the honour to present to you the Annual Report of the Prince Edward Island Public Service Commission for the year ending March 31, 2007.

The report offers detailed information about the programs and activity undertaken by the board and its staff during the past year.

Respectfully submitted,

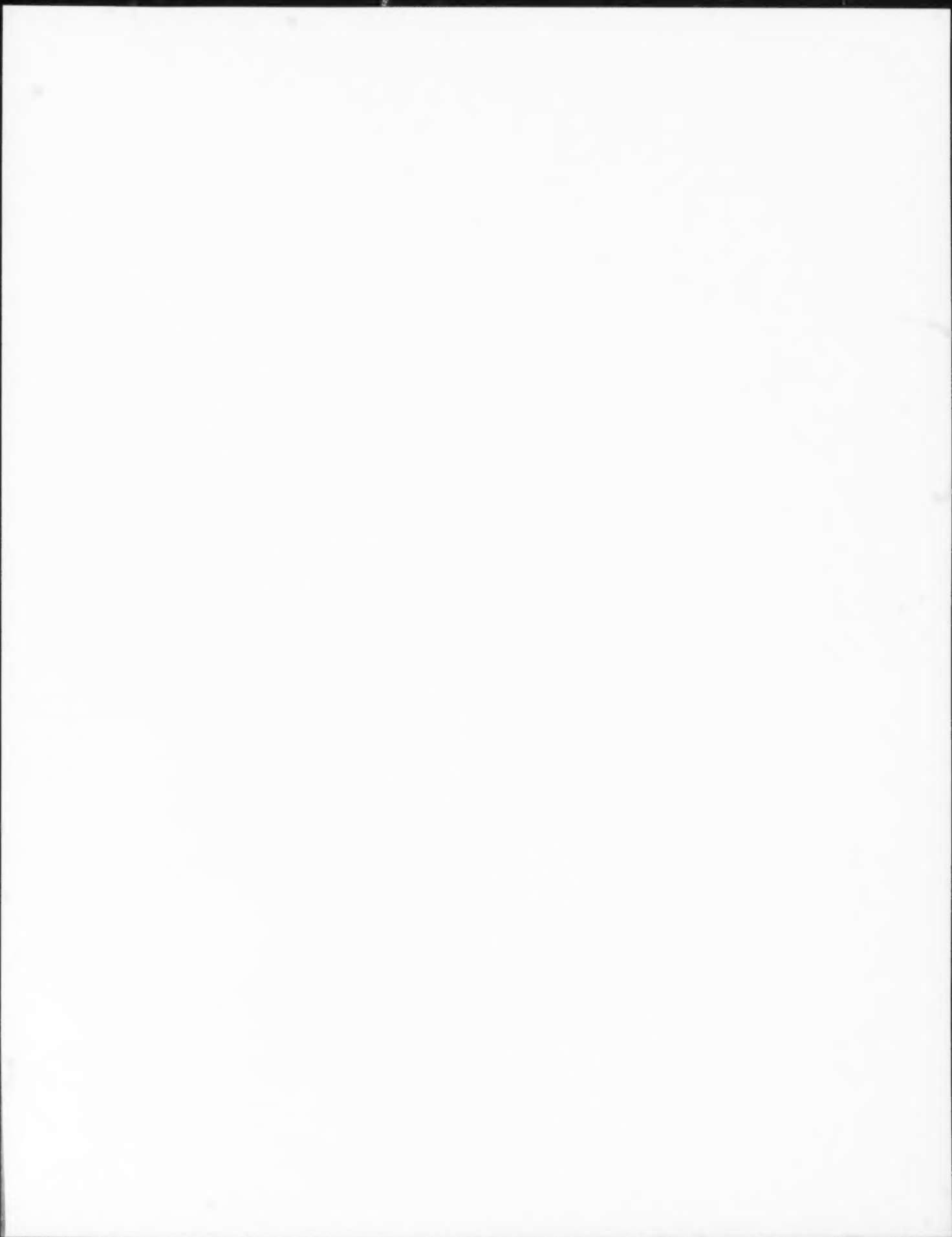
A handwritten signature in cursive script, reading "Basil Haire".

Basil Haire
Chair, PEI Public Service Commission



Table of Contents

Chief Executive Officer's Message	1
Message du Directeur Général	3
Board Members	5
Executive Summary	6
Sommaire	13
Divisional Reports	
Staffing and HR Planning Division	19
Classification and Employee Relations Division	22
Corporate Services Division	25
PSC and the <i>French Languages Services Act</i>	29
La Commission de la fonction publique et la <i>Loi sur les services en français</i>	30
Organizational Chart	32
Appendix A – Public Service Commission Budget	33
Appendix B – Civil Service Establishment	35
Appendix C – Staffing Statistics	40
Appendix D – Classification Report	41



Message From the Chief Executive Officer

Mr. Basil Haire, Chair
PEI Public Service Commission
PO Box 2000
Charlottetown, PE C1A 7N8



Dear Mr. Haire

It is my pleasure to present the annual report of the PEI Public Service Commission for the period of April 1, 2006 to March 31, 2007.

This past year presented a variety of challenges for the Public Service Commission in terms of meeting organizational expectations and managing a temporary structure within our own workplace.

With the retirement of our Director of Classification and Labour Relations, the Public Service Commission created a temporary organization structure that divided the leadership role between our two existing directors.

During the past 12 months, we introduced two new members to the Public Service Commission Board. Joining us are Rita Ryan-Sabada and Warren MacLean. Basil Haire will continue as Chair of the Public Service Commission Board. Thanks to the outgoing board members, Blair James and Maureen Doyle, for their significant contribution to the work of the board over the past number of years.

The Public Service Commission completed a request for proposal (RFP) to identify our external labour relations and human resource support. HR Associates Inc. (HRA) was successful through this process.

With the assistance of a system-wide committee, the Public Service Commission completed a review of our role in terms of providing leadership and strategic direction for human resource planning for departments. The corporate leadership role of the PSC was confirmed through an extensive review and consultation period with engagement by all stakeholders. Priorities identified for the future included: leadership training; performance management tools; e-learning in the workplace; and participation in an inter-jurisdictional employee engagement survey.

The Public Service Commission assisted with the management of issues resulting from the re-structuring within the health sector and information technology services. In general, labour relations issues continued to provide complex challenges.

The 2005 Workforce Renewal Program led to the departure of many long service employees. A sincere thank you goes to these employees for their exemplary service to the province while working within the civil service.

There were several significant actions that will impact on the learning culture of the public service. A formalized learning partnership with the federal government concluded, a corporate literacy and learning strategy was initiated and the Public Service Commission conducted a needs assessment to articulate short and long-term learning and development needs for the organization across all sectors.

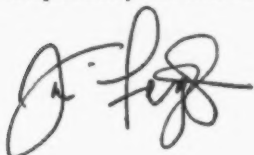
The Public Service Commission assisted in the creation of a merged document to reflect the terms and conditions of employment for non-bargaining unit (excluded) employees within the health and civil sectors. Additionally, the Public Service Commission played a leadership role in the settlement of the Union of Public Sector Employees' collective agreement with the Department of Health.

From the implementation of a new payroll/HRMS system in health, the introduction of the Working Alone Policy, the review of our French Language learning partnership with the federal government, and a host of other significant projects, this past year has been engaging for all divisions of the Public Service Commission.

The report that follows provides additional detail on many of the topics noted above.

Special thanks to the outstanding staff of the Public Service Commission for their dedication and support to all sectors within the provincial workforce.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'J. Ferguson', with a stylized flourish at the end.

Jim Ferguson, CEO
Public Service Commission

Message du directeur général

Monsieur Basil Haire, président
Commission de la fonction publique de l'Î.-P.-É.
C.P. 2000
Charlottetown, PE C1A 7N8



Monsieur,

J'ai le plaisir de présenter le rapport annuel de la Commission de la fonction publique de l'Î.-P.-É pour la période allant du 1^{er} avril 2006 au 31 mars 2007.

L'année qui s'est écoulée a su mettre la Commission de la fonction publique au défi de diverses manières, notamment en ce qui a eu trait à notre façon de répondre aux attentes de l'organisation et de gérer la structure temporaire au sein de notre milieu de travail.

Ainsi, le départ à la retraite du directeur de la Classification et des Relations de travail de la Commission de la fonction publique a mené à la mise sur pied d'une structure organisationnelle temporaire visant à répartir le rôle de direction entre deux directeurs en poste.

Au cours des douze derniers mois, nous avons accueilli deux nouveaux membres au Conseil de la Commission de la fonction publique. Ainsi, se sont joints à nous madame Rita Ryan-Sabada et monsieur Warren MacLean. Quant à monsieur Basil Haire, il continue de siéger à titre de président du Conseil de la Commission de la fonction publique. J'en profite pour remercier nos deux membres sortants, monsieur Blair James et madame Maureen Doyle, pour leur apport important au travail accompli par le Conseil au cours des dernières années.

La Commission de la fonction publique a procédé à un appel de propositions afin de choisir un prestataire externe de services en matière de relations de travail et de ressources humaines. La firme HRA (Human Resource Associates) a été la soumissionnaire retenue.

Grâce à l'appui d'un comité global, la Commission de la fonction publique a procédé à l'examen de son rôle de chef de file et de celui qui consiste à fournir une direction stratégique aux ministères en matière de planification des ressources humaines. Le rôle de chef de file gouvernemental de la CFP a été validé par un examen exhaustif et une période de consultations auxquels ont participé tous les intervenants. Parmi les priorités qui ont été cernées pour l'avenir, notons la formation à la direction de groupe, l'usage d'outils de gestion du rendement, l'apprentissage en ligne en milieu de travail et la participation à un sondage intergouvernemental portant sur l'engagement des employés.

La Commission de la fonction publique a prêté son concours en matière de gestion des enjeux par suite de la restructuration survenue dans le secteur de la santé et dans les services de technologie de l'information. De manière générale, les enjeux ayant trait aux relations de travail continuent de poser des défis complexes.

Le Programme 2005 de renouvellement des effectifs a provoqué le départ à la retraite de nombreux employés qui détenaient de longs états de service. Un merci chaleureux et sincère est de rigueur pour ces personnes à l'emploi de la fonction publique qui ont procuré un service exemplaire à la province.

Un bon nombre d'actions posées auront une incidence favorable sur la culture de l'acquisition du savoir de la fonction publique. Ainsi, nous avons conclu un partenariat formel en matière d'apprentissage avec le gouvernement fédéral et lancé une stratégie gouvernementale en matière de littératie et d'acquisition du savoir. La Commission de la fonction publique a entrepris une évaluation des besoins afin de cerner les besoins à court et à long termes de l'ensemble des secteurs de l'organisation en matière d'apprentissage et de perfectionnement.

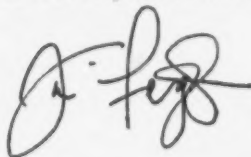
La Commission de la fonction publique a prêté son concours à la création d'un document combiné qui tient compte des modalités d'emploi des employés des unités exclues des négociations au sein des secteurs de la santé et des affaires publiques (employés exclus). En outre, la Commission de la fonction publique a joué un rôle moteur dans l'entente de convention collective survenue entre le syndicat des employés de la fonction publique et le ministère de la Santé.

Qu'il s'eut agi de la mise en œuvre d'un nouveau système intégré de gestion de la paie et des ressources humaines dans le secteur de la santé, de l'introduction d'une nouvelle politique sur le travail solitaire, de l'examen de notre partenariat en matière de formation linguistique en français avec le gouvernement fédéral ou de la série d'autres projets importants, cette année a été bien remplie pour toutes les divisions de la Commission de la fonction publique.

Le présent rapport donne le détail de la plupart des sujets cités ci-dessus.

En terminant, je souhaite remercier tout spécialement le personnel incomparable de la Commission de la fonction publique pour son dévouement et son appui envers tous les secteurs de la main-d'œuvre provinciale.

Le tout respectueusement soumis,

A handwritten signature in black ink, appearing to read 'J. Ferguson', written in a cursive style.

Jim Ferguson, directeur général
Commission de la fonction publique

The PEI Public Service Commission Board Members



Basil Haire, Chair

Mr. Haire is currently a private consultant whose work includes sessional lecturer at UPEI, and instructor, facilitator and advisor on organizational review issues. He has a lengthy career in the education sector as teacher, guidance counsellor and administrator and most recently has also worked in administration in the health sector.

Mr. Haire resides in Summerside, PEI.



Rita Ryan-Sabada

Mrs. Ryan-Sabada is a retired provincial public service employee. She has extensive experience working with the Union of Public Sector Employees on behalf of provincial employees. She is an avid volunteer and an active member of the community. Her appointment to the PEI Public Service Commission Board is for a five-year term, effective from January 23, 2007.

Mrs. Ryan-Sabada currently resides in Charlottetown, PEI.



Warren MacLean

Mr. MacLean is a private sector owner and operator of an Island tree farming business. He is an active member of his community. He was appointed to the PEI Public Service Commission Board on January 23, 2007, for a five-year term.

Mr. MacLean resides in Iris, PEI.

Executive Summary

During the 2006-2007 fiscal year, the Public Service Commission (PSC) demonstrated its commitment and ability to provide quality human resource programs and services by supporting government initiatives. As in the previous year, the commission had a large and complex workload. The restructuring of the provincial health system, the IT Optimization Project, and various smaller reorganizations within the civil service continued to require a co-ordinated human resource (HR) response through the provision of a high volume of staffing, classification, payroll and benefits transactions. In addition, the PSC participated in business and human resources planning processes as well as strategic information technology development projects for human resource administration. This summary provides an overview of the PSC and summarizes the highlights of the year.

The mandate of the Public Service Commission (PSC) as outlined in the *Civil Service Act* is to:

- maintain a professional and independent civil service;
- provide a service which is responsive and flexible to the public's needs;
- foster a constructive working relationship among the government, its employees and their representatives; and
- foster the development of a public service that is representative of the province's diversity.

The PSC fulfils its mandate by providing human resource leadership and services that support public service excellence and capacity to deliver government's programs and services through advice and assistance in the following critical result areas: human resource planning,

employer and employee relations, learning and development, quality of human resource processes and systems, employee health, safety and well-being as well as quality human resource legislation, regulation, policy and collective agreements.

The commission is organized into three divisions with functionally aligned work units to deliver specific services:

1. Staffing and Human Resource Planning Division includes: Staffing, Human Resource Planning and Diversity
2. Classification and Employee Relations includes: Labour Relations, Classification, Occupational Health and Safety as well as the Employee Assistance Program
3. Corporate Services includes: Pensions and Benefits, Payroll Administration, Corporate Services, Systems and Administration, French Language Training, as well as the Training and Development Funds

During 2006-2007, with the retirement of the director of Classification and Employee Relations, a temporary organization structure was created that divided the leadership role between two directors. However, for the purposes of this report, the information is presented according to the formal structure described above.

The Staffing and Human Resource Planning Division provides leadership and service delivery in the areas of recruitment, staffing, diversity management, human resource planning as well as learning and development initiatives.

There continued to be a high level of staffing activity with 1,636 competitions being completed. In the health sector, the number of competitions returned to a normal level of 1,200 competitions after the major reorganization of the previous year. In the civil sector, the PSC co-ordinated 436 competitions. This number is higher than average due to the staffing activity associated with the information technology services, IT Optimization Project.

A diverse workplace continues to be a high priority for government. By the end of the fiscal year there were 439 individuals registered in the diversity inventory which includes 283 persons with disabilities, 31 aboriginal individuals and 125 members of visible minority groups. With the financial assistance from other departments the PSC recruited eight individuals under the diversity program. Strategically the PSC continues to provide diversity workshops and information sessions to government departments and to strengthen our working relationships with community organizations.



*Premier's Award for Diversity
Prix du Premier ministre pour la diversité*

Several committees were formed to identify the most critical human resource issues facing the public service in the immediate future. It was found that the current HR delivery model of a central agency (PSC) with human resource managers employed in departments works well

for a small jurisdiction like PEI. The major HR issues that need to be addressed include: human resource planning, a commitment to performance management and development, succession planning, recruitment and retention initiatives, as well as a renewed commitment to learning and development throughout the organization. Based on these priorities, Treasury Board approved funding for a Corporate HR Planner and this position was filled.

In January 2007, the province joined an inter-jurisdictional human resource metrics work group to develop a common set of human resource metrics to enable discussions between the jurisdictions around best human resource practices and how to measure the impact of the practices.

The Premier struck a committee with representation from all government departments to develop a corporate literacy and learning strategy. Clear direction was given regarding the need for increased learning and development within government work places including support for literacy training, GED programs and an internal training program with courses based on corporate need.

Following this strategy, in February a training plan was developed to address the learning needs that reflect the importance of learning in succession planning, engagement and retention of employees.

The Classification and Employee Relations Division provides classification services to the civil service in accordance with the *Civil Service Act* and to the health sector, regional school boards and other public sector organizations on a contractual basis.

Approximately 327 classification reviews were conducted by staff during the year. The classification staff participated in 10 appeal

hearings. As well, the division continued to be a partner in the Atlantic Benchmark Project, as described in previous annual reports. Program testing has been completed and data is being added to the online system on an ongoing basis.

The Labour Relations Services Section continued to provide advice and assistance with disciplinary matters and workplace harassment as well as assisting with resolutions for grievances and work site problems. This section played a major role during government's consolidation of information technology services into a new division, IT Shared Services (ITSS), within the Provincial Treasury department.

The Government of PEI and H.R. Associates Inc. (HRA) signed a new five-year contract, beginning January 1, 2007, for the provision of labour relations and human resource management services to the civil service, health and education sectors. The contract was negotiated after HRA was named the successful service provider as the result of a formal request for proposals process.

The collective agreement between the Province of PEI and the Union of Public Sector Employees for the civil service expired on March 31, 2007. Negotiations began on March 28, 2007.

The Employee Assistance Program reported 342 new cases from the civil service, health and education sectors. The year following the Workforce Renewal Program did not result in a significant increase in caseload. To support a healthy work force, workshops on conflict resolution and/or stress management were provided to 190 participants.

The major focus for the Occupational Health and Safety Program (OHS) was developing a Working Alone Policy for the civil service and providing advice and assistance to departments

as they developed workplace procedures to comply with the policy.

A total of 458 employees attended training in the following areas: office ergonomics, confined spaces, fall protection, workplace inspections, accident investigations, responsibilities of OHS committees and representatives, back care, safety for young workers, WHMIS and federal Bill C-45. There was an increase in requests for customized training.

Indoor air quality and noise level testing was conducted in 12 departmental sites.

The number of accidents resulting in time lost from work was down to 26 from 33. As in the previous reporting period, there were 70 employee incidents with no time lost from work.

Ergonomic assessments of office work stations are increasingly requested as employees spend more time working at their computers.

The Corporate Services Division provides leadership and support in the areas of payroll administration, systems administration, corporate services, French language training as well as pensions and benefits.

The Corporate Services and Finance Section provides leadership and guidance to all divisional initiatives and activities including the development and management of the PSC budget. Advice is also routinely provided on a range of financial and administrative related matters.

Corporately this section is responsible for ensuring the ongoing updating of the Human Resource Policy and Procedures Manual. In addition, this section co-ordinates the Human Resource Managers Group which meets on a monthly basis to exchange ideas, communicate information relating to ongoing initiatives,

provide input to policies and procedures and discuss HR related issues.

Learning and development funds were available to individuals and employee groups to foster career development and ultimately to improve service delivery to Islanders. The unionized fund included \$250,000 while \$100,000 was allocated for the excluded fund (\$50,000 for health excluded employees and \$50,000 for excluded Civil Service employees). Each fund has an approval committee with the Public Service Commission providing administration services for both funds.

In March 2005 Executive Council approved the Workforce Renewal Program to streamline the public service and provide opportunities to realign staff resources based on future program delivery requirements. The section was heavily involved in the administration of the program and spent a significant amount of time working with departments and employees to provide assistance and respond to inquiries during the 2006-2007 fiscal year.

The first phase of the program saw approved employees retire or leave as of April 30, 2005, except for employees of the school boards where the departure date was June 30, 2005. Phase II of the program was approved later and allowed employees to leave as of August 26, 2005. An additional phase of the program referred to as Phase II Extension allowed employees to leave as of April 30, 2006, and the departure date was later extended to June 30, 2006. A total of 869 employees left the service through the Workforce Renewal Program.

French language training has been provided to provincial and federal public service employees since the formation of a federal/provincial partnership in 1998. The Province contracted with the Canada School of Public Service to deliver full-time language training to two groups of federal government employees. A part-time

training program provides for combined groups of provincial and federal government employees to learn French after work hours. This program had an enrolment of 272 students spread out over 31 classes, representing a total of 1,382 hours of instruction. In addition, French Language Training conducted 30 interviews at the request of the Staffing and Human Resource Planning Division to verify that new employees being hired for bilingual positions have an adequate level of French.

The Public Service Commission continues to lead the corporate initiative to the upgraded and integrated payroll and Human Resource Management System. This large systems development project began in January of 2006 with the last phase scheduled for completion in 2009.

The Public Service Commission partnered with the Information Technology Management Group of Provincial Treasury in the development of an employee self-service system. The online system allows employees to view their personal, pay and leave information. This also allows employees to apply for leave online. It has been most successful and well received by employees.

The Pensions and Benefits Section continues to manage two funds on an ongoing basis. The Civil Service Superannuation Fund (CSSF) has approximately 6,440 active members spread across 20 participating employers. There are 1,832 pensioners (retirees, survivor spouses and dependants) receiving benefits from the CSSF. The Teachers Superannuation Fund (TSF) has approximately 1,714 active members and 1,342 pensioners receiving benefits. There are four participating employers in the TSF.

On October 31, 2006, the various unions representing staff within the five former provincial health authorities agreed to

government's proposal to transfer the Uniform Pension Plan (UPP) into the CSSF. The transfer of the UPP to the CSSF took place in stages from December of 2006 to October 31, 2007.

As a result of the UPP conversion, a project is underway to load all of the data in relation to this conversion into the pension administration system. In addition projects are underway to load all of the historical data from the civil service, the five former health authorities and the information for the TSF into the pension administration system.

The PSC organized the Long Term Service Recognition Program by honouring 138 employees:

- 49 of whom have 20 years of continuous service;
- 40 who have 25 years of continuous service;
- 45 with 30 years and
- four employees with 35 years of continuous service.

The PSC continued to co-ordinate the Employee Innovation Awards Advisory Program. During the year 18 suggestions were under review, seven suggestions were denied, three suggestions were withdrawn and one suggestion was implemented.

These highlights help to reflect not only the level and variety of activity during the year but also the PEI Public Service Commission's success in fulfilling its mandate.



*Employee Innovation Awards
Programme des prix d'innovation des employés*

Premier's Long-term Service Award Recipients
Récipiendaires des récompenses du Premier ministre pour longs états de service



20 years



25 years

Premier's Long-term Service Award Recipients
Récipiendaires des récompenses du Premier ministre pour longs états de service



30 and 35 years

Sommaire

Au cours de l'exercice financier 2006-2007, la Commission de la fonction publique (CFP) a fait preuve de son engagement et de sa capacité à fournir des programmes et services de qualité en matière de ressources humaines en appuyant les initiatives du gouvernement. Comme l'an dernier, la Commission avait une charge de travail importante et complexe. Des dossiers tels la restructuration du système provincial de soins de santé, le projet d'optimisation des TI et diverses réorganisations au sein de la fonction publique ont nécessité encore cette année une action coordonnée en RH par laquelle la Commission a fourni un volume élevé de services de dotation et de classification, de même qu'un nombre important de transactions de la paie et d'avantages sociaux. La CFP a en outre participé aux démarches de planification des activités et des ressources humaines, ainsi qu'aux projets de développement stratégique en matière de technologie de l'information visant l'administration des ressources humaines. Le présent sommaire offre un survol de la CFP et résume les faits saillants de l'année.

Le mandat de la Commission de la fonction publique (CFP), tel que décrit dans la *Civil Service Act [Loi sur la fonction publique]* est le suivant :

- assurer l'indépendance et le professionnalisme de la fonction publique
- fournir un service souple et adapté aux besoins du public
- favoriser des relations de travail constructives entre le gouvernement, son personnel et ses représentants
- favoriser l'essor d'une fonction publique à l'image de la diversité de la province

La CFP exécute son mandat en assumant son rôle de chef de file et en offrant des services en matière de ressources humaines qui appuient l'excellence dans la fonction publique et la capacité du gouvernement d'offrir des programmes et des services. Pour ce faire, elle lui procure de l'aide et des conseils dans les secteurs de résultats essentiels suivants : planification des ressources humaines, relations patronales/syndicales, apprentissage et perfectionnement, qualité des systèmes et processus des ressources humaines, santé, sécurité et mieux-être des employés et employées, qualité des lois, des règlements et des politiques relatives aux ressources humaines et qualité des conventions collectives.

La Commission est structurée en trois divisions dont les unités de travail sont regroupées en fonction de la prestation de services spécifiques :

1. Division de la dotation et de la planification des ressources humaines : Dotation, Planification des ressources humaines et Diversité
2. Division de la classification et des relations de travail : Relations de travail, Classification, Santé et sécurité au travail, et Programme d'aide aux employés
3. Division des services généraux : Pensions et avantages sociaux, Administration de la paie, Services généraux, Systèmes et administration, Formation linguistique en français et Fonds de formation et de perfectionnement

Le départ à la retraite, en 2006-2007, du directeur de la Classification et des Relations de travail a mené à la mise sur pied d'une structure provisoire séparant la direction entre deux titulaires de postes. Dans le présent rapport

toutefois, l'information est présentée en fonction de la structure formelle décrite ci-dessus.

La Division de la dotation et de la planification des ressources humaines assume un rôle de chef de file et procure des services dans les domaines du recrutement, de la dotation, de la gestion de la diversité, de la planification des ressources humaines ainsi que dans les initiatives de formation et de perfectionnement.

L'activité de dotation demeure élevée avec le parachèvement de 1 636 concours. Dans le secteur de la santé, après une année antérieure fort occupée par suite d'une réorganisation majeure, le nombre de concours est retombé à la normale, à 1 200 concours. Dans le secteur des affaires publiques, la CFP a coordonné 436 concours, ce qui représente un volume plus élevé que d'habitude, étant donné les activités de dotation relatives au Projet d'optimisation des TI du Service de technologie de l'information.



*Premier's Award for Diversity
Prix du Premier ministre pour la diversité*

La diversité du milieu de travail continue d'être au cœur des priorités du gouvernement. À la fin de l'exercice financier, le registre ayant trait à la diversité comptait 439 personnes dont 283 personnes ayant une invalidité, 31 Autochtones et 125 membres des groupes des minorités visibles. La CFP a pu recruter

8 personnes dans le cadre du programme de la diversité, grâce à l'appui financier d'autres ministères. La CFP continue d'offrir de façon stratégique des ateliers sur la diversité et des séances d'information aux ministères, tout en renforçant les relations de travail entre le gouvernement et les organismes communautaires.

On a mis sur pied divers comités afin de cerner, dans l'immédiat, les enjeux les plus pressants en matière de ressources humaines. On a conclu que le modèle actuel de prestation des RH de l'agence centrale (CFP), et la présence de gestionnaires en ressources humaines dans chaque ministère fonctionnait bien pour un gouvernement de petite taille comme celui de l'I.-P.-É. Les enjeux majeurs à cerner sont la planification des ressources humaines, l'engagement envers la gestion et l'augmentation du rendement, la planification de la relève, le recrutement et la rétention, ainsi que l'engagement renouvelé envers la formation et le perfectionnement à l'échelle de l'organisation. Instruit de ces priorités, le Conseil du Trésor a autorisé le financement d'un poste de planification centrale des RH, poste qui a été comblé.

En janvier 2007, la province prenait part à un groupe de travail intergouvernemental conjoint de métrologie des ressources humaines. Ce groupe a le mandat d'élaborer un ensemble commun de mesures des ressources humaines qui favorisera le dialogue entre les gouvernements sur les pratiques exemplaires liées aux ressources humaines et les moyens de mesurer l'effet de telles pratiques.

Le premier ministre a établi un comité composé de représentants de tous les ministères afin qu'il élabore une stratégie pangouvernementale en matière de littératie et d'acquisition du savoir. Des directives claires ont été formulées en ce qui

a trait à la nécessité d'accroître les occasions d'apprentissage et de perfectionnement en milieu de travail au gouvernement. Parmi les contextes ciblés de soutien, notons la formation en littératie, les programmes de formation générale et un programme de formation interne dont les cours seraient axés sur les besoins du gouvernement.

À la suite de l'élaboration de cette stratégie, on a établi, en février, un plan de formation afin de s'employer à combler les besoins d'apprentissage importants pour la planification de la relève, l'engagement et le maintien de l'effectif.

La Division de la classification et des Relations de travail procure des services de classification à la fonction publique en vertu de la *Civil Service Act*. Elle procure également des services de classification sur une base contractuelle au secteur de la santé, aux commissions scolaires régionales ainsi qu'à d'autres organismes du secteur public.

Au cours de l'année, le personnel a effectué environ 327 examens de classification et a pris part à 10 audiences en appel. La Division a poursuivi sa participation à titre de partenaire du Projet d'évaluation de l'Atlantique, décrit dans les rapports annuels précédents. La phase de mise à l'essai du programme est parachevée et on s'affaire à saisir les données dans le système de traitement en direct, sur une base de permanence.

La Section des services de relations de travail a quant à elle continué de fournir des conseils et de l'aide en ce qui a trait aux questions disciplinaires et à celles de harcèlement en milieu de travail. Elle a également offert de l'appui en matière de résolution de griefs et de problèmes de lieux de travail. La section a joué un rôle important lors de la consolidation des services de technologie de l'information du

gouvernement afin de les regrouper en une nouvelle division, soit celle des services partagés en TI (SPTI), logée au sein du ministère du Trésor provincial.

Le gouvernement a signé un contrat de cinq ans avec la firme HR Associates Inc. (HRA) pour la prestation, à compter du 1^{er} janvier 2007, de services de relations de travail et de gestion des ressources humaines destinés à la fonction publique et aux secteurs de la santé et de l'éducation. La firme HRA a été retenue par suite d'une démarche formelle d'appel de propositions.

La convention collective entre la Province de l'Î.-P.-É. et le Syndicat des employés de la fonction publique pour les employés de la fonction publique a pris fin le 31 mars 2007. Les négociations ont débuté le 28 mars 2007.

Le Programme d'aide aux employés a rapporté 342 nouveaux cas parmi les employés de la fonction publique et des secteurs de la santé et de l'éducation. Pour cette année, subséquente à la mise en œuvre du Programme de renouvellement des effectifs, l'augmentation n'a pas été importante. Dans un effort visant à appuyer un effectif sain, on a offert des ateliers sur la résolution de conflits et la gestion du stress à plus de 190 participants.

Le Programme de santé et sécurité au travail (SST) a centré ses efforts sur l'élaboration d'une politique sur le travail solitaire pour la fonction publique et sur la prestation de conseils et d'appui aux ministères tandis qu'ils établissaient des procédures en milieu de travail afin de conformer à la politique.

En tout, 458 employés ont suivi une formation dans les domaines suivants : l'ergonomie au bureau, les espaces clos, la prévention des chutes, l'inspection des lieux de travail, les

enquêtes d'accident, la responsabilité des comités et des représentants en SST, le soin du dos, la sécurité des jeunes travailleurs, le SIMDUT et le Projet de loi fédéral C-45. Il y a eu une augmentation de la demande de formation sur mesure.

On a effectué des tests de qualité de l'air et de niveau de bruit à l'intérieur de 12 lieux de travail ministériels.

Le nombre d'accidents causant une absence du travail a chuté de 33 à 26. Le nombre d'incidents impliquant des employés mais ne causant pas d'absence du travail a été de 70, soit le même que pour l'exercice précédent.

Comme le personnel passe plus de temps à travailler à l'ordinateur, il y a eu une augmentation des demandes d'évaluation ergonomique des postes de travail.

La Division des services généraux assume son rôle de chef de file et offre de l'appui dans les domaines de l'administration de la paie, de l'administration des systèmes, des services généraux, de la formation linguistique en français, ainsi qu'en matière de pensions et d'avantages sociaux.

La Section des services généraux et des finances oriente toutes les initiatives et activités des divisions, notamment l'élaboration et la gestion du budget de la CFP. Elle fournit régulièrement des conseils sur des questions variées d'ordre financier et administratif.

Cette section veille à la mise à jour constante du manuel de politiques et de procédures du gouvernement en matière de ressources humaines. Elle veille en outre à coordonner le groupe de gestionnaires des ressources humaines qui se réunissent mensuellement afin de partager des idées, d'échanger de l'information

au sujet des initiatives en cours, de fournir des commentaires sur les politiques et procédures et de discuter de questions relatives aux RH.

Des fonds destinés à l'apprentissage et au perfectionnement ont été mis à la disposition d'employés individuels et de groupes d'employés afin de favoriser leur développement professionnel et améliorer en fin de compte la prestation de services aux Insulaires. Le fonds destiné aux travailleurs syndiqués comptait 250 000 \$ et celui destiné aux travailleurs exclus comptait 100 000 \$ (dont 50 000 \$ pour les travailleurs exclus du secteur de la santé et 50 000 \$ pour les employés exclus de la Fonction publique). Chaque fonds dispose de son propre comité d'approbation et la Commission de la fonction publique procure les services administratifs nécessaires pour chacun des fonds.

En mars 2005, le Conseil exécutif approuvait le Programme 2005 de renouvellement des effectifs visant à rationaliser l'administration publique et donner l'occasion de remanier les ressources humaines en fonction des besoins futurs de la prestation de programmes. La section était engagée à fond dans l'administration du programme et a passé une quantité considérable de temps durant l'exercice 2006-2007 avec les ministères et les employés afin de leur procurer de l'assistance et répondre aux demandes de renseignements.

Durant la phase initiale du programme, les employés autorisés avaient jusqu'au 30 avril 2005 pour prendre leur retraite ou quitter leur emploi, à l'exception des employés des commissions scolaires qui avaient jusqu'au 30 juin 2005 pour ce faire. La phase II du programme a été approuvée plus tard et a fait en sorte que les employés avaient jusqu'au 26 août 2005 pour quitter leur poste. On a mis en œuvre une phase supplémentaire, la phase II élargie,

permettant ainsi aux employés de quitter leur emploi au plus tard le 30 avril 2006, date qui a été par la suite étre repoussée au 30 juin 2006. En tout, le Programme de renouvellement des effectifs aura permis à 869 employés de quitter la fonction publique.

Un partenariat fédéral-provincial conclu en 1998 a permis d'offrir de la formation linguistique en français au personnel des deux paliers de gouvernement. La Province a fait appel aux services de l'École de la fonction publique du Canada pour la prestation de formation linguistique à temps plein à deux groupes d'employés du gouvernement fédéral. Un programme de formation à temps partiel a permis à des groupes mixtes d'employés fédéraux et provinciaux d'apprendre le français après les heures de travail. Ce programme particulier comptait 272 participants qui ont assisté à plus de 31 classes, ce qui représente 1 382 heures d'instruction au total. En outre, la Formation linguistique en français a procédé, à la demande de la Division de la dotation et de la planification des ressources humaines, à 30 entrevues d'évaluation visant à déterminer que les employés nouvellement embauchés dans des postes bilingues disposaient d'un niveau de maîtrise du français adéquat.

La Commission de la fonction publique est toujours à la tête de l'initiative gouvernementale visant à établir un système intégré pertinent de gestion de la paie et des ressources humaines. Ce projet d'envergure de développement de systèmes a démarré en janvier 2006 et l'on prévoit en parachever la dernière phase en 2009.

La Commission de la fonction publique s'est associée au groupe de gestion de la technologie de l'information du Trésor provincial afin de mettre sur pied un système libre-service pour les employés. Ce système permet aux employées et aux employés de consulter en ligne leurs

renseignements personnels de même que ceux ayant trait à la paie et aux congés. Le système leur permet en outre de faire une demande de congé en ligne. Le système gagne en succès et a été accueilli favorablement par les employés.

La Section des pensions et des avantages sociaux continue d'administrer deux fonds en permanence. D'abord le Fonds de pension de la fonction publique (FPFP), comptant environ 6 440 membres actifs répartis parmi 20 employeurs participants, pour lequel 1 832 pensionnés (des personnes retraitées, des époux survivants et des personnes à charge) reçoivent des prestations de retraite. Ensuite, le Fonds de pension des enseignants (FPE), comptant environ 1 714 membres actifs et 1 342 pensionnés qui reçoivent des prestations de retraite. Quatre employeurs participent au FPE.

Le 31 octobre 2006, les syndicats représentant le personnel à l'emploi des cinq anciennes administrations régionales des services de santé de la province ont accepté la proposition du gouvernement qui consistait à transférer le Plan de pension uniformisé (PPU) au FPFP. Le transfert du PPU au FPFP s'est déroulé par étapes, à partir du mois de décembre 2006 pour se terminer le 31 octobre 2007.

Par suite de la conversion du PPU, on a mis sur pied un projet qui consiste à saisir toutes les données relatives à cette conversion dans le système d'administration des pensions. D'autres projets sont en cours, et visent à verser dans le système d'administration des pensions toutes les données archivées de la Fonction publique, des cinq anciennes administrations régionales des services de santé, ainsi que l'information du FPE.

La CFP a mis sur pied un programme de reconnaissance de longs états de service et a de fait rendu hommage à 139 personnes à son emploi. De ce nombre, 49 avaient à leur actif

20 années ou plus de service, 40 avaient accumulé 25 années de service ininterrompu, 45 avaient 30 années de service et 4 avaient accumulé 35 années de service ininterrompu.

La CFP a continué de coordonner le Programme de mérite pour l'innovation, un programme consultatif qui s'adresse aux employés. Au cours de l'année, on a examiné 18 suggestions, parmi lesquelles sept ont été déclinées, trois ont été retirées et une suggestion a été mise en œuvre.

Ces faits saillants se veulent le reflet non seulement du niveau et de la variété d'activités de l'année mais également du succès avec lequel la Commission de la fonction publique de l'Île-du-Prince-Édouard a su remplir son mandat.



*Employee Innovation Awards
Programme des prix d'innovation des employés*

Staffing and Human Resource Planning Division

The Staffing and Human Resource Planning Division provides leadership and service delivery in the areas of recruitment, staffing, diversity management, human resource planning and learning and development initiatives. During 2006-2007, the division also became responsible for French Language Training and the Employee Assistance program, under a temporary reorganization of the commission.

Staffing and Recruitment Activity

The PEI Public Service Commission provides staffing services to the various government departments, including the Department of Health, in accordance with hiring practices outlined in legislation, various collective agreements and policy.

The staff of this section are located in various centres across the province and assist the employer in the selection of qualified staff using a process of candidate screening, testing (if required), interviewing, referencing and appointment.

The selection process is based on a set of guiding principles:

- decisions are to be made on the basis of the merit principle of qualifications, relative ability, knowledge and skills;
- objectivity, fairness and consistency guide selection activity; and
- confidentiality must be maintained by all staff involved.

With regards to staffing activity in the health sector, the number of competitions returned to a normal level of just over 1,200 competitions

after the major reorganization of the previous year. In the civil sector, we co-ordinated 436 competitions. This number is higher than average due to the staffing activity surrounding the IT Optimization project. Despite the continued restrictions on external hiring, a larger number of positions were advertised to the public. The age of our employees and shortages in certain professions will dictate more external hiring in the future.

Human Resource Planning

In the last quarter of the previous fiscal year, the Deputy Ministers' HR Subcommittee brought together representatives of the human resource and management community to identify the most critical HR issues facing the public service in the immediate future and to recommend the best delivery model for the HR function within the PEI public service. During the first half of 2006-2007, the committee sought input from deputies, the HR community and directors within government.

At the same time, senior levels of government and the various departments were engaged in a government-wide business planning exercise.

The work of both processes identified common themes with human resource implications. These themes and recommendations included the following:

- ▶ The current HR delivery model of central agency (PSC) with HR managers employed in departments works well for a small jurisdiction like PEI. Minor modifications were suggested.
- ▶ Major HR issues that need to be addressed include corporate and departmental HR

planning, performance development commitment, succession planning, recruitment and retention initiatives, and support for learning and development throughout the organization.

Based on these themes, Treasury Board approved funding for a Corporate HR Planner and this position was filled. The work of the HR Review and Strategic Planning committee continued and formed the foundation for a Corporate HR Plan.

In January 2006, Prince Edward Island, together with the other provinces and territories, formed the Interjurisdictional HR Metrics Working Group to develop a common set of human resource performance measures which will enable the various jurisdictions to compare themselves against these indicators of HR performance and share best practices information.

Learning and Development

There had been a lack of corporate direction to learning and development programs since the closing of the Learning Centre in 2004. Since that time, funding for employee development came either from departmental funding or from the corporate training and development funds for unionized and excluded employees.

These funds (\$250,000 for the unionized fund and \$100,000 for the excluded fund) are available to individuals and employee groups. The funds are meant to foster career development and ultimately improve service delivery to Islanders. Each fund has an approval committee in place and the Public Service Commission provides administration services for the fund.

During the past year there was a renewed corporate commitment to learning and development programs for employees.

The Premier struck a committee with representation from all government departments to research and develop a corporate literacy and learning strategy. The strategy developed recommendations which would promote a learning culture in the workplace as well as in the school, home and community. Clear direction was given regarding the need for increased learning and development within government work places including support for literacy training, GED programs and an internal training program with courses based on corporate need.

Following this strategy, government made a significant investment in learning by entering into a contract with Ceridian Canada to provide training and skills development services for members of the public service. A training plan was developed to address the learning needs identified in an assessment that was conducted throughout government in February. The learning needs reflect the importance of learning in leadership and management development, succession planning and the engagement and retention of employees.

The one-year contract was managed by the Public Service Commission with the support of an implementation team with representation from government departments.

A formal learning partnership between the Canada School of Public Service, the provincial Public Service Commission, PEI Federal Council, Veterans Affairs Canada, the University of Prince Edward Island and Holland College began in 2005 and was due to expire on March 31, 2007. Recommendations were made to end this relationship due to its ineffectiveness

at furthering learning opportunities among the partners. In its place, an existing federal learning committee was expanded to include the province. It is expected that this less bureaucratic structure will be more practical and effective.

Diversity

During year 2006-2007, the PSC Diversity Advisory Committee and departmental teams continued to make progress in diversity efforts.

The PSC continued to maintain an inventory of individuals from designated employment equity groups. These individuals were provided with employment assistance, counselling and guidance on their job search. By the end of the year, there were 439 candidates registered in the inventory. These numbers included 283 persons with disabilities, 31 aboriginal peoples and 125 members from visible minority groups. Partnerships were formed with the Employment Development Agency and the Seasonal Hiring Centre to assist in the job placement process. With the financial assistance from different departments, the PSC recruited eight individuals (three visible minority, one aboriginal and four persons with disabilities) under the diversity employment program. In addition, seven summer job placements were offered to students who belong to diversity groups.

We continued to strengthen our working relationship with community organizations, academic institutions, immigrant serving agencies and advocacy groups, which helped us to develop our strategies by recognizing changing population demographics and diverse needs of our clients. We are working to ensure that our workforce is representative of the diverse populations we serve.

A workshop on Diversity and Cultural Understanding was held in Summerside in April

2006. Employees and managers from the Department of Education attended the event. A series of diversity training programs were also delivered to employees of the Division of Community and Correctional Services with the Office of the Attorney General. Guest speakers from immigrant serving agencies and UPEI were invited to present on population demographics, immigration trends, and issues related to international educated health professionals. Human resource managers, diversity advisory committee members and PSC staff were invited to attend this event. Departmental managers and employees were encouraged to attend events organized by aboriginal groups and culturally diverse communities. There was also a diversity celebration event during Public Service Week.

The fifth Annual Premier's Award for Diversity Leadership was presented to Dr. Jim Smith, Executive Director, PEI Food Technology Centre. The 2007 Diversity Works calendar was launched at the ceremony jointly organized by the PEI Human Rights Commission and the PEI Public Service Commission.

Classification and Employee Relations Division

Classification Services

The role of Classification Services is to determine the relative worth of jobs. This is fundamental to the employer's commitment to compensate employees fairly and equitably for the work they do.

To this end, Classification Services is responsible for the development, maintenance and administration of the job evaluation process, and the classification plan which establishes the framework for salary negotiations. The section also provides advice on organizational design and compensation.

Classification Services provides services for departments of government including the health sector in accordance with the *Civil Service Act*. Classification services were provided to the regional school boards, the Food Technology Centre under the Department of Development and Technology, Island Waste Management Corporation, PEI Business Development Inc. and to other public sector organizations on a contractual basis.

Classification Services provided a dedicated resource to Provincial Treasury during the IT Optimization Initiative.

The division places high priority on communicating with its many clients. The internal government website has been updated with various Classification Services resources to assist employees and employers through the classification process.

Approximately 327 classification reviews were conducted by staff during the year. The

classification staff participated in 10 appeal hearings.

As well, the division continued to be a partner in the Atlantic Benchmark Project, as described in previous annual reports. Program testing has been completed and data is being added to the online system on an ongoing basis.

Labour Relations

Labour Relation Services provides assistance to management within the civil service on human resource issues; represents the Public Service Commission in collective bargaining within the public sector; provides assistance on the administration and interpretation of the collective agreement between the government and the Union of Public Sector Employees; develops and implements, with the assistance of government departments, policies and programs consistent with organizational needs and provides education on modern labour relations practices. The cross-sectoral labour relations contract with HR Associates Inc. is administered by this section.

Between the months of April 2006 and July 2006, government completed its work on the consolidation of IT services into a new division within the Department of Provincial Treasury called IT Shared Services (ITSS). The process included a joint union management committee to review IT positions for confirmation which meant that if the position was confirmed the employee would also be confirmed and would not be under a Notice of Intended Layoff. Positions that were not confirmed were posted to IT employees under Notice of Intended Layoff. There were a number of disputes between the union and the province during this

initiative that were resolved through arbitration. At the end of the process a small number of employees received a Notice of Layoff but those who elected to stay with government found employment either within the IT environment or in another government department.

The five-year contract between the government of PEI and H.R. Associates Inc. for the provision of labour relations and human resource management services to the civil service, health and education sectors expired on December 31, 2006. Government issued a request for proposals for labour relations and human resource services with a closing date of September 1, 2006. H.R. Associates Inc. was the successful proposal and the Public Service Commission negotiated a new contract with the service provider for five years effective January 1, 2007.

The collective agreement between the Province of PEI and the Union of Public Sector Employees for the civil service expired on March 31, 2007. Negotiations began on March 28, 2007.

Ongoing activities including providing advice and assistance with disciplinary matters, workplace harassment issues, managing the probationary employee and general performance management continued. Grievance and worksite problem solving are key services of the section.

Employee Assistance Program

The Employee Assistance Program (EAP) was established in the early 1990s and has been embraced by employees, managers and department leaders and serves civil, health and education sectors. The program continues to function under the direction of the EAP Joint Advisory Committee with representation from both management and unions. The committee's

role is to promote EAP in the workplace, assess program effectiveness and to provide suggestions to continually improve program delivery. Committee membership changes on a regular basis to keeping the program fresh and energized.

The EAP program assists employees in dealing with personal or work related issues which affect their work life. The program also supports managers and directors in addressing personnel and work-related problems at an early stage to increase the likelihood of an early and satisfactory resolution that meets both the individual's and employers' needs.

The year following the Workforce Renewal Program did not result in a significant increase in the EAP caseload. Current research suggests that increased demand for support is more likely to occur in the second or even the third year after a large reorganization. However, there were 342 new cases from the civil service, health and education sectors.

Of all referrals 70 per cent were self referrals while 12.3 per cent came from management. Even though our program is voluntary and employees have the ability to decline service when offered by their supervisor or manager, most do come for the initial session and then decide if they wish to pursue assistance at this time or if they believe they can make the necessary changes needed, on their own.

The presenting problems identified by individuals were as follows: 19 per cent for marital issues, 15.8 per cent for family/children issues, 11.4 per cent due to anxiety and 11.4 per cent were job/career issues.

There were many requests for conflict resolution and/or stress management workshops. We delivered workshops to 190 participants. In

some cases the issues appear to be related to the changes occurring because of Workforce Renewal Program. There appears to be a great deal of stress beginning to surface within particular work sites.

In conclusion, it was a very busy year for the Employee Assistance Program. It is a privilege to be of service to all government personnel especially when the integrity of our program is founded on impartiality which ensures that the program is not used as a disciplinary measure. This encourages people to access help at an earlier stage which lends for a healthier workforce.

Occupational Health and Safety Program

Occupational Health and Safety Regulations were amended to include Part 52 on Violence in the Workplace and were published in the Royal Gazette on February 4, 2006, and became effective May 1, 2006. The major focus in 2007 for the Occupational Health and Safety (OHS) program was developing a Violence in the Workplace Policy for the civil service and providing advice and assistance to departments as they developed workplace procedures to comply with the policy.

There were 458 employees who attended OHS training sessions on topics such as: WHMIS, office ergonomics, workplace inspections/accident investigations, fall protection, confined spaces awareness, federal Bill C-45 and safety for young workers. There was an increase in requests for customized training.

The number of workplace accidents resulting in time lost from work was 31, a slight increase from 26 in the previous year. There were 67 employee incidents with no time lost from work, down from 70 last year.

Ergonomic assessments of office work stations continue to be increasingly requested as employees spend more time at their computers. This year 133 work stations were assessed and recommendations made for correction. This number is up from 75 assessments last year.

The following are statistics for other OHS activities:

- Indoor air quality tests – seven
- Noise level tests – eight
- Workplace inspections – eight
- Hearing tests – 188

Resource materials were provided to various departments, the City of Charlottetown and several private sector employers.

This year three employees receiving Long Term Disability benefits from Manulife and Great West Life Insurance companies were involved in the Rehabilitation Program. The employees either returned to their former position or another position for which they were qualified.

Corporate Services Division

The Corporate Services Division provides leadership in the areas of payroll administration, systems administration and corporate services.

Corporate Services and Finance

The section provides leadership and guidance to all divisional initiatives and activities including the development and management of the PSC budget. Advice is also routinely provided on a range of financial and administrative related matters.

Updates to the Human Resource Policy and Procedures Manual continue to be initiated by the section. The Human Resource Policy and Procedures Manual is accessible to staff through the intranet.

The section co-ordinates the HR Managers Group which meets on a monthly basis to exchange ideas, communicate information relating to ongoing initiatives, provide input to policies and procedures and discuss HR-related issues. The HR Forum is highly valued as a networking and communication vehicle within government.

In March 2005, Executive Council approved the Workforce Renewal Program 2005 to streamline the public service and provide opportunities to realign staff resources based on future program delivery requirements. The first phase of the program saw approved employees retire or leave as of April 30, 2005, except for employees of the school boards where the departure date was June 30, 2005. Phase II of the program was later approved and allowed employees to leave as of August 26, 2005. An additional phase of the program referred to as Phase II Extension

allowed employees to leave as of April 30, 2006, and the departure date was later extended to June 30, 2006. A total of 869 employees left the service through the Workforce Renewal Program.

The following tables identify the impact on the size of the workforce:

	FTEs March 31, 2005	FTEs March 31, 2006	FTEs March 31, 2007
Civil Service	2,053.1	2,072.3	2,392.6
School Boards	2,389.7	2,343.8	2,358.9
Health Sector	3,580.6	3,383.6	3,034.1
Total	8,023.4	7,799.7	7,885.6

*Please note that as a result of restructuring in the health sector the FTEs for Social Services and Seniors were reflected under the health sector in March 2005 and 2006 but are reflected under the civil service in March 2007.

It should also be noted that 64.4 FTEs were reduced in the unclassified workforce.

The following represents the FTEs in both the Lending Agency and PEI Business Development as of March 31, 2005, 2006 and 2007:

	FTEs March 31, 2005	FTEs March 31, 2006	FTEs March 31, 2007
Lending Agency	13	11	11
PEI Business Development	68	61	63

The total cost of the program including payments to participants and increased pension

plan liabilities was \$28,169,349. The estimated salary savings identified by departments was \$14.9 million in fiscal 05/06 and \$22.8 million in fiscal 06/07 for a total estimated savings of \$37.7 million.

The section was heavily involved in the administration of the program and spent a significant amount of time working with departments and employees to provide assistance and respond to inquiries.

This section along with the Systems and Administration Section also provides administration services to both the Excluded and UPSE Training and Development Funds.

French Language Training

The primary mandate of the French Language Training Program is to provide provincial government employees with quality part-time French language training at a variety of levels from beginner to maintenance. The program supports the provincial *French Language Services Act* and aims to augment government's capacity to provide services in French.

In 1998 a federal/provincial partnership was formed to provide French language training to provincial and federal public service employees on Prince Edward Island. Since that time, provincial and federal programs have been co-located at the Language Training Centre, 119 Kent Street in Charlottetown.

Under this agreement, the province contracted with the Canada School of Public Service to deliver full-time language training to two groups of federal government employees. A part-time training program provides for combined groups of provincial and federal government employees to learn French after work hours.

The part-time program is comprised of levels from beginner to maintenance and operates over two semesters in various locations across Prince Edward Island. This program had an enrolment of 272 students spread out over 31 classes, representing a total of 1,382 hours of instruction. Most students were successful in their effort to complete these courses on personal time.

French Language Training continued to provide French oral proficiency evaluations for provincial government. Approximately 30 interviews were conducted at the request of Staffing and Human Resource Planning Division to verify that new employees being hired for bilingual positions have an adequate level of French.

Employees currently in French language training are invited to do the oral proficiency interview once they have reached an intermediate level in their part-time training. Other provincial government employees with some level of French are invited to do the interview every two years with the purpose of determining their maintained level of French. A database of bilingual provincial government employees is maintained by the French Language Training unit.

Systems and Administration

Systems and Administration provides a variety of services to the civil service and health sectors and to the internal staff of the Public Service Commission. Services include management of the civil service payroll, Human Resources Management System for the civil service and health sector, advice and assistance on human resource technology initiatives, advice on administration of the collective agreement between government and the Union of Public Service Employees and Public Service Commission administration.

Services to the departments include reporting on HR data and payroll data (civil sector). Staff continue to meet regularly with civil and health sector user groups to ensure processes and systems meet the needs of the various organizations.

The Public Service Commission is leading the corporate initiative relating to the upgrade and implementation of the payroll and Human Resource Management System. The initiative commenced in January of 2006 and should be complete in 2009.

Systems and Administration continues to support the various divisions of the Public Service Commission and departments to find technical solutions which will assist in the improvement of human resource processes. The Public Service Commission partnered with the Information Technology Management Group of Provincial Treasury in the development of an employee self-service system. It provides employees online viewing of their personal, pay and leave information. It also allows employees to apply for leave online. It has been most successful and well received by employees.

Pensions and Benefits Section

The Pensions and Benefits Section has fiscal, operational and policy responsibilities for employer sponsored benefit programs such as group insurance, workers compensation, retirement payments and pension programs. The section's resources are primarily dedicated to the provision of centralized pension administration for the Civil Service Superannuation Fund (CSSF), the Teachers' Superannuation Fund (TSF), the MLA Pension Plan, the Senior Compensation Pension Plan and the Provincial Judges Pension Plans.

Pensions and Benefits provides leadership and direction to both employees and employers

across the public sector with regards to administration of benefits and pensions.

Pensions and Benefits takes a proactive role in keeping members up to date on their pension plan by offering information sessions to employees approaching retirement and other active members wishing more information on their pension plan. The Public Service Commission is committed to providing ongoing education to its staff to ensure a high level of knowledge and proficiency in the area of pension benefits for public sector plans is maintained.

The Civil Service Superannuation Fund (CSSF) has approximately 6,440 active members spread across 20 participating employers and there are 1,832 pensioners (retirees, survivor spouses and dependants) receiving benefits from the CSSF.

The Teachers' Superannuation Fund (TSF) has approximately 1,714 active members and 1,342 pensioners receiving benefits from the teachers' plan. There are four participating employers in the TSF.

Administration Initiatives

On October 31, 2006, the various unions representing staff within the five former provincial health authorities agreed to government's proposal to transfer the Uniform Pension Plan (UPP) into the CSSF. The UPP was a hybrid plan, a defined benefit component and a defined contribution component, that provided pension coverage to the majority of staff working within the health authorities. The transfer of the UPP to the CSSF is to take place in stages from December of 2006 to October 31, 2007. As a result of the UPP conversion, a project is underway to load all of the data in relation to this conversion into the pension administration system.

As of publication date, the historical data for the civil service and the five former health authorities has been collected, verified and input into the pension administration system. Work continues on collecting and verifying historical data for the employees of the remaining smaller employers who participate in the CSSA.

In July 2004, the administration of the Teachers' Superannuation Fund was transferred from the Department of Education to the Pensions and Benefits section. A project is currently underway to collect, verify and input the historical data for TSF into the pension administration system used by the Pensions and Benefits section.

Civil Service Act/Regulations

During the fiscal year 2006-2007 the following amendments were introduced:

- ▶ Vesting requirements for the CSSF have changed from five years to two years. Vesting means that a member has acquired the right to eventually receive a pension. With the changes an employee will only have to work two years to become a vested member of the pension plan.
- ▶ The 35-year cap on pensionable service has been removed from the *Civil Service Act*. Previously a member had to cease making contributions once they hit 35 years of pensionable service. This change requires the member to continue contributing to the pension fund until their retirement date. With this change a member's pensionable service could exceed 35 years and the member's total pensionable service would be used to calculate the member's pension entitlement.
- ▶ The 600 hours per year requirement for participation in the CSSF has been removed. Now those who are employed in permanent positions, regardless of guarantee, shall become members of the CSSF and contribute to the fund.

Public Service Commission and the *French Language Services Act*

Progress Summary

A key area of activity in support of the *French Language Services Act*, continues to be the provincial French Language Training Program, offering evening language courses to provincial government employees including the health sector. Over three semesters from September 2006 through June 2007, 154 provincial government employees benefited from French courses held in Charlottetown and Summerside at varying levels. These numbers continue to reflect the strong commitment of provincial government employees to French language training, given an investment of personal time between 21 and 56 hours per semester, with many students attending all three semesters. Approximately 40 per cent of participation in the courses is from health sector employees.

To assist employees in bilingual positions improve their written communication in French, an advanced grammar course was piloted early in the year. The course was well received and will continue to be offered on a regular basis.

In continuing partnership with the federal Canada School of Public Service, a contract was renewed with the Public Service Commission to deliver full-time French language training to two groups of federal government employees.

Through this partnership, the province has been able to take advantage of excellent language training materials, classrooms, offices and advanced technology. Since 2001, the provincial part-time program has been open to federal government employees, making it possible to deliver a quality program to combined groups of provincial and federal government employees.

As part of the staffing process, the division of Staffing and Human Resource Planning referred approximately 30 individuals for language testing. The testing service is available to all government departments and the Public Service Commission maintains an inventory of bilingual employees in the human resources management information system.

Since early 2007, the Public Service Commission has been updating its records on bilingual employees by inviting employees to establish or renew their spoken competency levels by doing an interview at French Language Training. The updated inventory will provide a more accurate reflection of French language capacity in provincial government, including the health sector.

The Public Service Commission employs two bilingual staffing officers and a bilingual receptionist. At the Language Training Centre, there are two bilingual full-time employees, three full-time teachers and approximately 15 part-time teachers.

Job application forms are available in French for those applying for government positions online or in person.

Finally, with the assistance of IT Shared Services and Government Translation Services, French Language Training converted to a fully bilingual website. At the same time, French Language Services collaborated with Acadian and Francophone Affairs in posting detailed information about the language requirements for bilingual positions in the province to the new www.bonjour-hello.ca website.

La Commission de la fonction publique et la Loi sur les services en français

Sommaire des progrès

En ce qui concerne l'appui de la *Loi sur les services en français*, l'activité principale continue d'être le programme de formation linguistique en français, offrant des cours linguistiques du soir aux fonctionnaires provinciaux, incluant ceux du secteur de la santé. Au cours des trois trimestres de septembre 2006 à juin 2007, 154 fonctionnaires ont profité des différents niveaux de cours de français donnés à Charlottetown et à Summerside. Ces chiffres continuent de refléter l'engagement soutenu des fonctionnaires provinciaux à la formation linguistique en français, étant donné l'investissement de temps personnel qui varie entre 21 et 56 heures par trimestre, avec de nombreux étudiants assistant aux trois trimestres. Environ 40 % des participants aux cours sont des employés du secteur de la santé.

Afin d'aider les employés assignés aux postes bilingues à améliorer leur communication écrite en français, on a tenté l'expérience d'un cours de grammaire avancée tôt dans l'année. Le cours a été bien reçu et continuera d'être offert régulièrement.

En partenariat continu avec l'École de la fonction publique du Canada, on a renouvelé un contrat avec la Commission de la fonction publique afin d'offrir une formation en français à temps plein à deux groupes de fonctionnaires fédéraux.

Grâce à ce partenariat, la province a pu profiter d'excellents outils de formation linguistique, de salles de classe, de bureaux et de technologie de fine pointe. Depuis 2001, le programme à temps partiel provincial a été ouvert aux

fonctionnaires fédéraux, rendant possible la prestation d'un programme de qualité aux groupes combinés de fonctionnaires provinciaux et fédéraux.

Dans le cadre du processus de dotation en personnel, la Division de la dotation et de la planification des ressources humaines a recommandé environ 30 personnes afin de leur faire subir une évaluation des connaissances linguistiques. Le service d'évaluation est offert à tous les ministères du gouvernement. De plus, la Commission de la fonction publique tient un registre des employés bilingues dans le système d'information de gestion des ressources humaines.

Au début de l'année 2007, la Commission de la fonction publique a commencé une mise à jour de ses dossiers sur les employés bilingues en invitant les employés à établir ou à renouveler leur niveau de compétence langagière en passant en entrevue au Centre de formation linguistique. Le registre mis à jour offrira un portrait plus exact des services en français offerts par le gouvernement provincial, incluant le secteur de la santé.

La Commission de la fonction publique possède deux agents de dotation bilingues et une réceptionniste bilingue. Au Centre de formation linguistique, il y a deux employées bilingues à temps plein, trois enseignantes à temps plein et environ quinze enseignants et enseignantes à temps partiel.

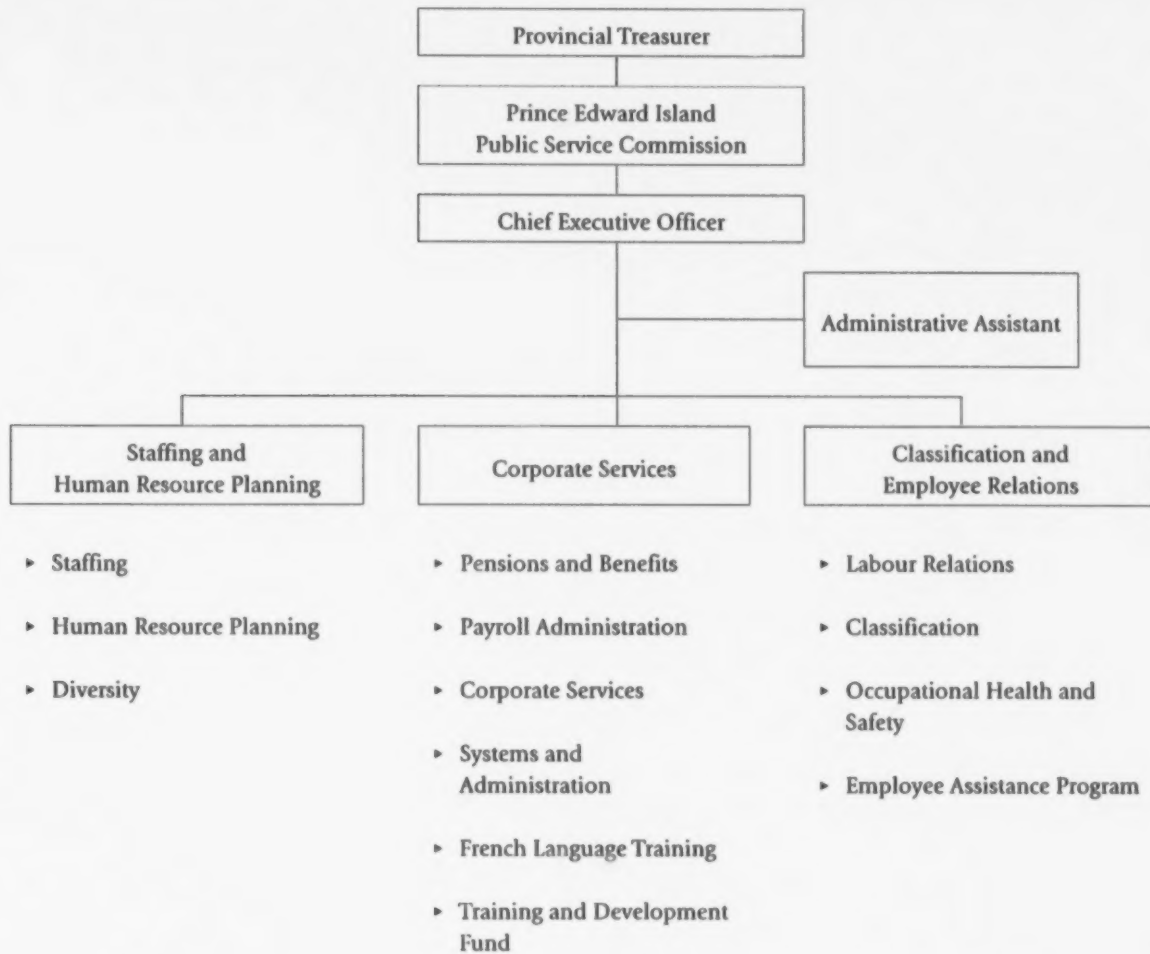
Des formulaires de demande d'emploi sont offerts en français pour les personnes qui font

une demande à un poste gouvernemental, en ligne ou en personne.

Finalement, avec l'aide des Services partagés en TI et du Service de traduction du gouvernement, la formation linguistique en français possède maintenant un site Web

complètement bilingue. En même temps, les Services en français ont collaboré avec la division des Affaires acadiennes et francophones dans l'affichage de renseignements détaillés sur les exigences langagières des postes bilingues de la province sur le nouveau site Web *www.bonjour-hello.ca*.

Organizational Chart



Appendix A – Public Service Commission Budget

Public Service Commission Expenditures and Revenue

Division	Unaudited Actual 2006/2007	Budget Revised 2006/2007	Budget Estimate 2006/2007
Expenditure Budget			
Management	\$ 168,646	\$ 217,300	\$ 214,700
Classification and Employee Relations	1,585,602	1,682,500	1,697,600
Staffing and HR Planning	1,067,584	1,062,400	1,024,400
Corporate Services	1,721,961	1,644,500	1,607,000
Total PSC Expenditures	\$ 4,543,793	\$ 4,606,700	\$ 4,543,700

Revenue Budget

Management	\$ 0	\$ 0	\$ 0
Classification and Employee Relations	75,000	75,000	75,000
Staffing and HR Planning	506,334	506,300	506,300
Corporate Services	656,741	693,200	657,200
Total PSC Revenue	\$ 1,238,075	\$ 1,274,500	\$ 1,238,500

**Public Service Commission
Other Expenditure Budgetary Responsibility**

The Employee Benefits budget is approved by the Legislative Assembly under separate appropriation vote and is administered by the PEI Public Service Commission.

	Unaudited Actual 2006/2007	Budget Revised 2006/2007	Budget Estimate 2006/2007
Employee Benefits			
Medical/Life Benefits	226,209	259,000	311,600
Employee Future Benefits	12,103,242	11,364,300	10,318,300
Government Pension	8,026,943	14,457,800	11,481,500
Retirement Benefits	869,477	0	0
Pension Management	290,366	434,500	289,300
Total Employee Benefits	\$ 21,516,237	\$ 26,515,600	\$ 22,400,700
Revenue Budget			
Employees' Future Benefits	25,202	0	0
Pension Management	55,842	100,000	107,300
Total Employee Benefits Revenue	\$ 81,044	\$ 100,000	\$ 107,300

- In addition to the expenditures noted above, \$16,666,755 pension and future retirement benefits were recorded by the Department of Education, Department of Health and the Department of Community and Cultural Affairs.
- **Medical/Life Benefits** include the government's share of employee benefit package for life insurance, medical, etc.
- **Employee Future Benefits** represents the cost to provide retirement or severance pay to public sector employees and members of the Legislative Assembly, pensions for Provincial Court judges and Worker's Compensation Benefits of the civil service.
- **Government Pension** is required for the annual pension matching of active civil service employees and active members of the Legislative Assembly (MLAs).

Civil Service Establishment as of March 31 2007

Department /Agency	Exec Division	Classified Division									Casual Division	Total All Divisions
		Employees					Vacant Positions					
		FT	EXL FT	PT	EXL PT	Total	FT	PT	Total	Total		
Agriculture, Fisheries and Aquaculture	1	83	14	20	0	117	19	1	20	25	163	
Attorney General	1	211	51	45	0	307	19	3	22	53	383	
Auditor General	1	0	16	0	0	16	3	0	3	0	20	
Community and Cultural Affairs	1	108	17	27	0	152	15	4	19	37	209	
Development and Technology	1	49	6	6	0	61	3	2	5	11	78	
Education	1	45	12	1	0	58	3	0	3	30	92	
Employment Development Agency	0	4	0	1	0	5	1	0	1	1	7	
Executive Council	3	7	13	0	0	20	6	3	9	2	34	
Environment, Energy and Forestry	1	92	9	31	0	132	7	4	11	10	154	
Liquor Control Commission	1	85	7	15	0	107	14	38	52	76	236	
Provincial Treasury	1	222	46	1	0	269	57	0	57	28	355	
Public Service Commission	1	0	40	0	4	44	5	1	6	18	69	
Social Services and Seniors	1	289	45	20	0	354	36	12	48	98	501	
Tourism	1	37	9	71	0	117	5	9	14	55	187	
Transportation and Public Works	1	399	22	157	0	578	46	27	73	184	836	
Total March 2007	16	1631	307	395	4	2337	239	104	343	628	3324	
Total March 2006	18	1592	294	393	3	2282	309	160	469	572	3341	
Difference From Last Year	-2	39	13	2	1	55	-70	-56	-126	56	-17	
Legend: FT = Full-time EXL FT = Excluded Full-time PT = Part-time EXL PT = Excluded Part-time												

Appendix B-2 – Length of Service Profile

**Classified Division
Full-time and Part-time
March 31, 2007**

Service	Male	Female	Total	Percentage of Total
<2	36	35	71	3
2 - 5	216	186	402	17.2
6 - 10	389	314	703	30.1
11 - 15	82	124	206	8.8
16 - 20	221	208	429	18.4
21 - 25	106	89	195	8.3
26 - 30	117	88	205	8.8
31 +	53	74	127	5.4
Total	1,220	1,118	2,338	100.0%
Average Years of Service	13.7	14.2	13.9	

Appendix B-3 – Age Profile

**Classified Division
Full-time and Part-time
March 31, 2007**

Age	Male	Female	Total	Percentage of Total
Under 25	2	2	4	0.2%
25 - 29	32	51	83	3.5%
30 - 34	93	111	204	8.7%
35 - 39	126	129	255	10.9%
40 - 44	174	181	355	15.2%
45 - 49	241	233	474	20.3%
50 - 54	286	244	530	22.7%
55 - 59	179	143	322	13.8%
60 - 64	69	22	91	3.9%
Over 65	18	2	20	0.8%
Total	1,220	1,118	2,338	100.0%
Average Age	47.8	45.7	46.7	

Appendix B-4 – Departmental Profile

**Classified Division
Full-time and Part-time
March 31, 2007**

Department	Male	Female	Total
Agriculture, Fisheries and Aquaculture	64	53	117
Attorney General	137	170	307
Auditor General	5	11	16
Community and Cultural Affairs	62	90	152
Development and Technology	5	56	61
Education	14	44	58
Employment Development Agency	1	4	5
Executive Council	5	15	20
Environment, Energy and Forestry	89	43	132
Liquor Control Commission	56	51	107
Provincial Treasury	157	112	269
Public Service Commission	8	36	44
Social Services and Seniors	73	281	354
Transportation and Public Works	477	102	579
Tourism	67	50	117
Total	1,220	1,118	2,338

Appendix B-5 – Separations

Classified Division
March 31, 2007

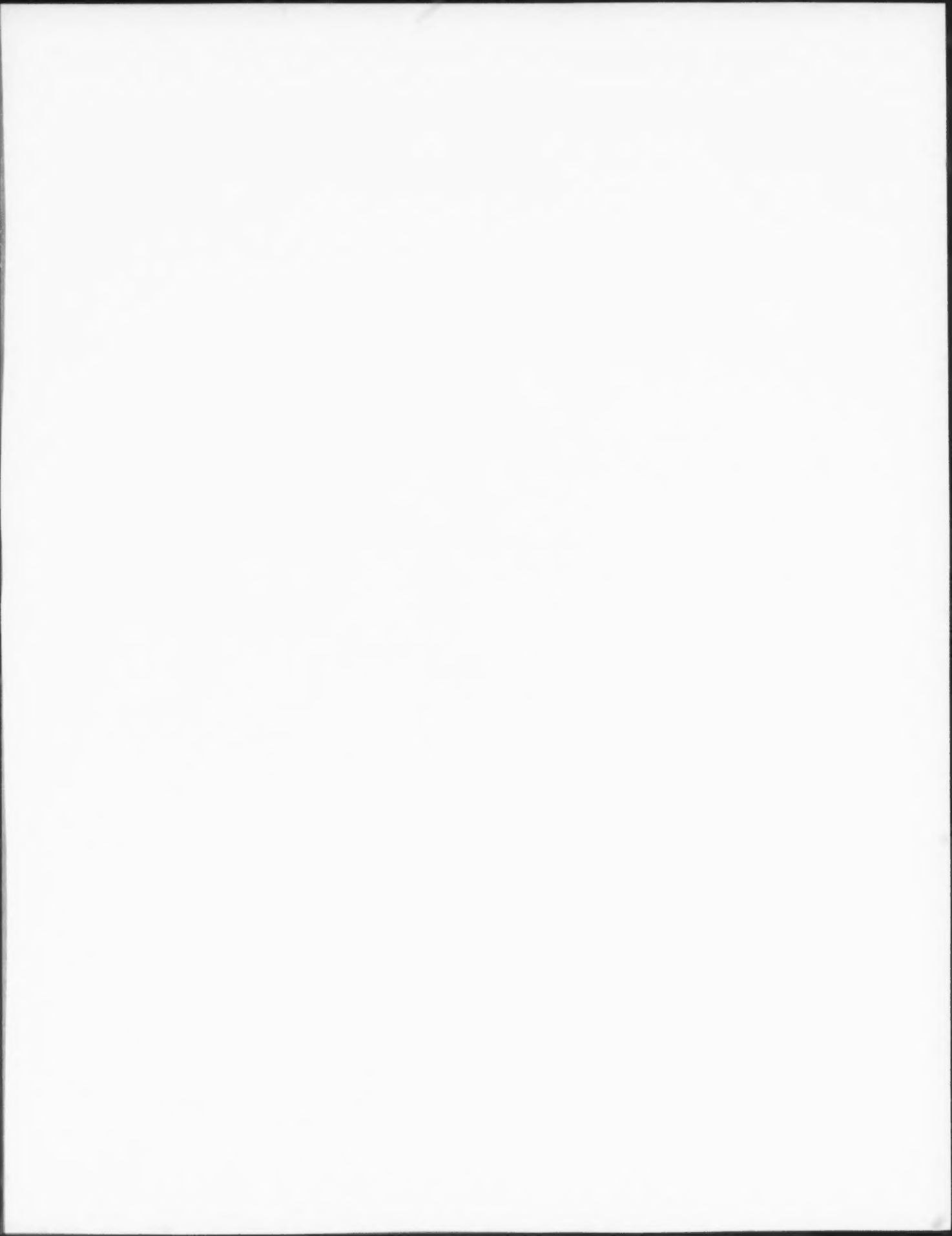
Reason	Male	Female	Total
Retirement	21	9	30
Resigned	24	14	38
Dismissed	0	0	0
Deceased	0	3	3
Lay-off	3	1	4
Total	48	27	75

Appendix C-1 – 2006-2007 Staffing Statistics

	Government	Health Sector	Total
Competitions			
Internal Competitions	350	1,167	1,517
External Competitions	86	79	165
Total Competitions	436	1,246	1,682
Competition Applicants	7,954	9,463	17,417
Qualified/Eligible Applicants	2,205	4,052	6,257
Appointments			
Permanent Appointments	360	771	1,131
Temporary and Casual Appointments	97	457	554
Total Appointments	457	1,228	1,685

Appendix D – 2006-2007 Classification Report

Location	Positions Classified
PEI Civil Service	244
Health Sector	59
Education Sector	10
PEI Liquor Control Commission	2
Other	12
Total	327





Printed by the Document Publishing Centre
Design: Strategic Marketing and Graphic Design
2008

08AN35-20974